

# INFORMATION EXCHANGE

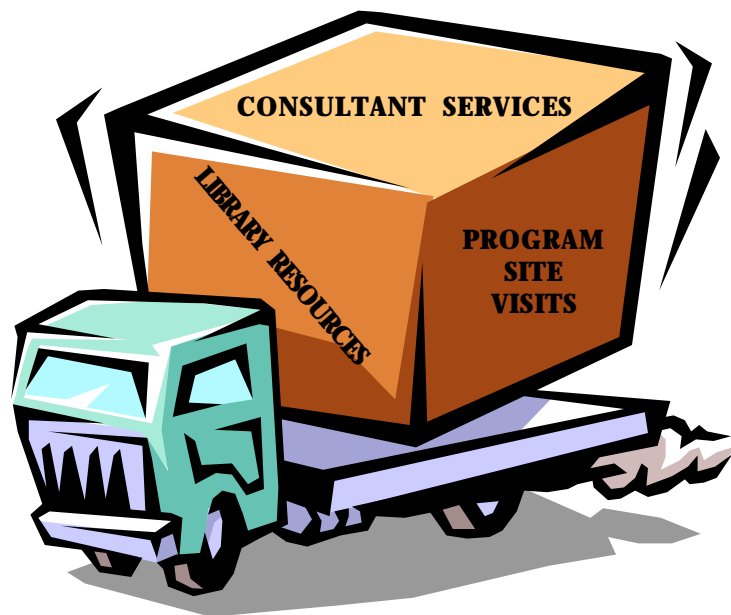
June 2001

## Resources for Workforce Development Programs

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## Employment Training Network



## We Deliver Quite a Package!

Do we have a package for you - an impressive array of services for your Workforce Investment Act (WIA) program! Contents include:

**Lending Library** - A variety of workforce development items that will be delivered to your doorstep in a matter of days.

**Program Site Visits** - Tour other agencies to gain first-hand knowledge of their operation. The ETN will reimburse travel expenses associated with your visit.

**Consultant Services** - Customized training provided on a variety of topics at little or no cost to your WIA-funded agency.

Your package will be "delivered" by our friendly and competent staff at your request - without the red tape! We can be reached by phone at (916) 654-8896.

Call the ETN - where your order will always be handled with care!



## Workforce Development Update

The Local Training Response Unit (LTRU) of the Employment Development Department Workforce Investment Division (EDD/WID) is currently offering a variety of classes to provide assistance for the successful operation of your Workforce Investment Act (WIA) program.

### Disability Awareness Training

Working in conjunction with the Department of Rehabilitation (DOR), the LTRU is offering a one-day workshop on disability issues under WIA.

This training is a continuation and expansion of training previously offered directly to One-Stops by the DOR. Local Workforce Investment Areas and other state-funded WIA grantees are encouraged to host the training and to invite partners from the One-Stops.

The primary target audience for this workshop is front-line staff who work directly with customers, including, but not limited to, case managers, job developers, intake staff, assessment specialists, etc.

Course topics will include: Service delivery, equal access and disability awareness; Overview of employment law, including the Americans with Disabilities Act and the Fair Employment and Housing Act; and Program Access and Physical Access.

For further information, please contact Dee Whitecotton via voice phone at (916) 263-0597, or via e-mail at [dwhiteco@dor.ca.gov](mailto:dwhiteco@dor.ca.gov).

### WIA Program Implementation Training

The LTRU continues to offer classes which focus on the WIA program. The classes now available are as follows: WIA Adult and Dislocated Worker Service Strategies; Youth Programs Under the WIA; Local Partnerships; Orientation to Workforce Development; Performance Management; and Youth Services Strategies.

If you would like to attend an LTRU class, please telephone the host contact person listed on the Training Calendar located at: [www.edd.ca.gov/wiacal.htm](http://www.edd.ca.gov/wiacal.htm). Many LTRU sessions are filled to capacity as they are scheduled. You may, therefore, be interested in hosting a class at your agency. Information on hosting, and the LTRU Training Catalogue can be viewed at: [www.edd.ca.gov/wiacat.htm](http://www.edd.ca.gov/wiacat.htm).

## MARK YOUR CALENDARS!

### California Workforce Association (CWA) and Larry Robbin & Associates -

*You're The Glue...Job Developers and Job Retention*

Sacramento-June 6, 2001

Los Angeles-June 12, 2001

[www.calworkforce.org](http://www.calworkforce.org)

### The Performance Institute - The 2001 Summit on Workforce Programs

Washington, D.C.- June 18-19, 2001

[www.performanceweb.org/pdf/p127web.pdf](http://www.performanceweb.org/pdf/p127web.pdf)

### National Association of Counties (NACO) -

*2001 Annual Conference: Make History, Again*

Philadelphia, PA-July 13-17, 2001

[www.naco.org](http://www.naco.org)

### California Workforce Association (CWA) and HR Management Services

*Put A Dot.com In Your Job Search*

*Online Employment Strategy, Self-Assessment, Job Search*

Sacramento-July 24, 2001

Los Angeles-July 26, 2001

[www.calworkforce.org](http://www.calworkforce.org)

### California Department of Alcohol and Drug Pro- grams - Youth Vista 2001 Conference

Sacramento-July 29-31, 2001

800-858-7743

### Larry Robbin & Associates - Job Development 101:

*The Best of the Basics for Welfare-to-Work*

Daly City, CA-July 31, 2001

Fast Track Training Academy 510-587-7392

### Larry Robbin & Associates - Building Bridges to the American Workplace: Employment Counseling with Immigrants and Refugees

San Jose, CA-August 10, 2001

Fast Track Training Academy 510-587-7392

### Network Consortium - 7th Annual Welfare to Work to Self-Sufficiency National Conference

Reno, NV-August 18-21, 2001

[www.network-consortium.org](http://www.network-consortium.org)

## *Workforce Investment Act*

### **Release of Proposed ETPL Subsequent Eligibility Policies**

The draft policy on Subsequent Eligibility for the Eligible Training Provider List (ETPL) was recently released for public comment by the California Workforce Investment Board (CWIB). Comments were due by May 28, 2001.

The proposed policies were developed by an ETPL workgroup jointly sponsored by the CWIB and the Employment Development Department. Comments received by the deadline will be considered in preparing the final policy recommendations that will be presented to the CWIB for approval at their meeting in Sacramento on June 26, 2001.

The proposed policies can be accessed through the CWIB home page: [www.calwia.org](http://www.calwia.org).

### **WIA Program Q&A Web Site**

The Workforce Investment Division recently announced it has created a question and answer (Q&A) web site for the Workforce Investment Act (WIA) program. The site provides the workforce development community an additional means to submit questions to the State.

The web site includes a content overview, instructions for submitting questions as well as frequently asked questions and answers. You may visit this web site at the following location: [www.edd.ca.gov/wiaqa.htm](http://www.edd.ca.gov/wiaqa.htm)

### **Workers With Disabilities: An Untapped Resource**

In a tight labor market, employers will rely heavily on the Department of Labor One-Stops to provide answers to their employment needs. One of the resources that has yet to be fully explored and utilized is the skills and abilities of thousands of people with disabilities. The Disability and Business Technical Assistance Centers (also known as ADA Technical Assistance Centers) are offering disability-related training and technical assistance to One-Stop staff and Workforce Investment Boards. The ADA Centers operate across federal regions and understand the needs unique to each state in implementing disability-related provisions of Section 188 of the Workforce Investment Act.

For more information please visit the following web site: [www.usworkforce.org/whatsnew.asp](http://www.usworkforce.org/whatsnew.asp)

## *Labor Market Information*

### **Staffing Patterns By Occupation or Industry**

Ever wondered what occupations are employed in the Motion Picture industry? Or what industries would employ Machinists?

Well, now the answer is available on-line in a new interactive page called the "California Industry and Occupation Staffing Patterns" provided by EDD's Labor Market Information Division. This site provides a list of the occupations employed within a particular industry, or a list of the industries that employ a particular occupation.

Job seekers or training providers may use these lists to determine what type of employers to contact for job openings. Employers or economic developers may use these lists to determine the typical range of jobs found in a particular industry. This web site is located at:

[www.calmis.ca.gov/file/IOMatrix/Staffing-Patterns1.htm](http://www.calmis.ca.gov/file/IOMatrix/Staffing-Patterns1.htm)

## *Job Search*

### **JOBLINE Announces Toll-Free Number**

Call 1-800-414-5748 and Jobline® will deliver information about available employment opportunities to anyone who calls the system from a touchtone telephone. The service is available now in many states and will be available nationwide by June 30.

Jobline® is a free public service provided by state agencies with assistance from the National Federation of the Blind and the United States Department of Labor. This service is available on the telephone, 24 hours a day, 7 days a week. New jobs are listed on the system each day, and jobs that are filled are removed.

All that is required is a touch-tone telephone to establish your personalized job-search profile. Information about calling the system is provided by job-service representatives or job-placement counselors.

For more information visit: [www.nfb.org/jlintro.htm](http://www.nfb.org/jlintro.htm)

### Self-Directed Employment Service

#### **EASTBAY Works Steps to Success**

EASTBAY Works, a network of 14 One-Stop Career Centers located throughout the East Bay in the San Francisco Bay Area, has found true success with one of its self-directed employment services - the *Steps to Success* job readiness process.

The *Steps to Success* has been used for over two years to assist both job seekers in their job search process and employers in their search for job-ready candidates. *Steps to Success* guides job seekers in developing an action plan and a job search portfolio. The job search portfolio includes a:

- \*Script for a 30-second commercial.
- \*List of references
- \*Master application
- \*Marketable Cover letter
- \*Marketable Resume
- \*Thank you letter

*Steps to Success* also provides a framework for the job search itself and includes opportunities to obtain feedback from a career counselor. Job seekers can gain the tools to complete these items in a variety of ways depending on their preferences and the services available at their local One-Stop. They may work independently in one of EASTBAY Works' resource rooms, attend a job search workshop at a One Stop Career Center to identify what they want from a job, research labor market information, or meet with a career counselor to refine resumes, practice interviewing, develop a 30-second commercial, complete a master application, or be directed to partner and other appropriate resources for additional assistance. Career counselors verify that job search skills have been developed and then sign off on each completed task.

Once job seekers complete the *Steps to Success*, they may meet with the Career Center's Employer Liaisons for direct referrals to companies with current job openings. The positive outcomes of using this process are numerous, and range from an increased sense of self-confidence to a new feeling of focus and job readiness to a more streamlined path to employment. Job seekers move through job search process more rapidly, and become more focused. Employers are referred to job ready candidates who understand how the job search process works and can speak to how their particular skills and talents benefit the workplace.

For more information, please visit the EASTBAY Works web site at: [www.eastbayworks.org](http://www.eastbayworks.org).

### Worthy Web Sites

[www.doleta.gov/whatsnew/insidebind.pdf](http://www.doleta.gov/whatsnew/insidebind.pdf) -

*America's Workforce Network: Workforce Toolkit - The Resource for Employers* - The programs and services that are described in this tool kit have all been developed in local communities with the valuable input of many of your fellow employers. As a part of the Workforce Investment Act of 1998, employers have a key role in guiding and monitoring the workforce system in every state and local area. Topic titles include Expanding Your Workforce; Training Your Workforce; Restructuring Your Workforce; Financing Your Workforce; and Accessing Workforce Resources.

[www.mdrc.org](http://www.mdrc.org) -

*Beyond Work First: How to Help Hard-to-Employ Individuals Get Jobs and Succeed in the Workforce* - This "how-to" guide presents promising practices for identifying and assisting hard-to-employ people by distilling information and lessons from relevant research and the experiences of rehabilitation, clinical treatment, and welfare-to-work providers. **Please note:** A hard copy of this publication is available for loan from the ETN Library (See Page 6)

*How Welfare and Work Policies Affect Employment and Income: A Synthesis of Research* - Results of studies of 29 welfare reform initiatives evaluated by MDRC over the past 15 years. It examines how three policies - mandatory employment services, earnings supplements, and time limits on welfare receipt - affect employment, welfare receipt, and income.

[www.doleta.gov/youth\\_services](http://www.doleta.gov/youth_services) -

Youth programs are administered by the U.S. Department of Labor and funded in State and local communities. This web site provides information and assistance about various youth employment and training activities authorized under the Workforce Investment Act of 1998 (P.L. 105-220) on August 7, 1998. Explore the pages and links for up-to-date information about the Department's youth programs, initiatives and directives, legislation and regulations, and other information working to positively impact our nation's youth.

[www.miltwright.com](http://www.miltwright.com) -

Contains informative article entitled: *The Return to Work Stress Connection* by Richard Pimentel, Senior Partner of Milt Wright and Associates, March 2001.

### Local Area Highlights

#### **SELACO WIB - Transitioning Families from Welfare to Work**

The Southeast Los Angeles County (SELACO) Workforce Investment Board (WIB) staff recently spoke at the California Workforce Association (CWA) 10th Annual Spring Conference on the organization's *One-Stop PLUS* approach to supporting families transitioning from welfare to work.

Executive Director, Bill Plaster, offered a broad overview of programs and services developed and provided by SELACO WIB to help welfare-to-work recipients achieve self-sufficiency through vocational, educational, social service support.

A key component of the SELACO's nationally recognized success is the continued expansion of the organization's Urban Village Concept. This concept is a holistic approach to service the community by providing job training and placement, computer skills, and career development, along with medical assistance, nutrition, child care, domestic violence & substance-abuse counseling, and other family and parenting support, including literacy, citizenship, and English-Second-Language training.

SELACO WIB staff also spoke about the Certified Nurse Assistants (CNA) Project and the employment opportunities available for welfare-to-work recipients. The SELACO WIB was a grantee of a \$2 million *Caregiver Training Initiative* grant awarded by Governor Gray Davis and the California Health & Human Services Agency, to assist in training Certified Nurse Assistant caregivers. The grant provides entry level training and employment opportunities for aged-out foster youth and welfare clients.

The SELACO WIB Business and Training Liaison offered additional insight on the organizations' partnership with the California Employment Training Panel (ETP) to secure additional funds to encourage employment training and job opportunities for welfare-to-work recipients directly through local businesses within the community.

Effective outreach materials are one of the key elements to SELACO WIB's success. The outreach and communications component has developed specific materials for each program.

If you would like to know more about what makes the SELACO WIB a One-Stop Plus, give Lillian Flores, Community Outreach Manager a call at (562) 402-9336.

#### **Business Services Available for Tulare County Employers**

Tulare County employers and business people have a wide range of business expansion, retention and personnel services available to them through the Tulare County Employment Connection Business Resource Centers.

There are currently three resource center locations in Tulare County—Visalia, Tulare, and Porterville. A future location is planned for Dinuba. While they are physically adjacent to the Job Resource Centers, the Business Resource Centers have their own entrance. They are staffed by a receptionist and a Business Resource Specialist who are well-acquainted with the individual communities. In addition, the Business Resource Specialist has a wealth of resources and knowledge to assist the business community.

Each Business Resource Center has a resource room full of books, pamphlets, audio tapes and videos about every imaginable business subject. Resource guides have been compiled with extensive listings of business information and resources and are available to employers visiting the Centers. There is a television/VCR and multiple computers with Internet access. An interview room and small conference/training room are also available for employers to use. For those employers unable to visit the Centers, a portable computer can be taken to their site to view needed information.

The Business Resource Specialists can assist employers with many types of information. They are knowledgeable about hiring tax credits, foreign trade zones, and other business incentives. They work with employers who want to expand or grow their business. They are also a first line of defense for employers who are down-sizing or looking at a possible closure. The Business Resource Specialists are able to offer suggestions that may allow a business to stay afloat. They can assist with recruiting and screening employees and link employers to other agencies that can assist with many additional services as well.

Employers are frequently treated to free "Box Lunch Workshops" at the Centers held in conjunction with the Central California Small Business Development Center. Topics include: Selling Skills, Building an Effective Team and Improving and Evaluating Employee Performance.

For more information on the Tulare County Employment Connection Business Resource Centers please visit their web site at [tcpc.org](http://tcpc.org).

# Check It Out!

## WELFARE-TO-WORK

*How to Help Welfare Clients Get Jobs They Will Keep!, (3-Part Video Series & Manual), Partnership Ohio Inc./OMTI Professional Development Services (J1860-AV)*

*How to Develop, Design and Deliver Classroom Training that Motivates Welfare Clients, (3-Part Video Series & Manual), Partnership Ohio Inc./OMTI Professional Development Services (J1861-AV)*

*Making Welfare-to-Work Work in One-Stop Career Centers, (3-Part Video Series & Manual), Partnership Ohio Inc./OMTI Professional Development Services (J1862-AV)*

*Steady Work and Better Jobs, How to Help Low-Income Parents Sustain Employment and Advance in the Workforce, Manpower Demonstration Research Corporation (J2048)*

*A Piece of the Puzzle, How States Can Use Education to Make Work Pay for Welfare Recipients, Educational Testing Service (J2053)*

*Beyond Work First, How to Help Hard-to-Employ Individuals Get Jobs and Succeed in the Workforce, Manpower Demonstration Research Corporation (J2054)*

*First Impressions, The Key to Turning Job Interviews Into Job Offers, 2<sup>nd</sup> Edition, Curtis & Associates, Inc. (J2055-AV)*



## GRANT WRITING

*Grantseeker's Toolkit, A Comprehensive Guide to Finding Funding, John Wiley & Sons, Inc. (J2056)*

*The Grantwriter's Start-Up Kit, A Beginner's Guide to Grant Proposals, (Video & Workbook), Jossey-Bass Publishers (J1946)*

## INTERNET JOB SEARCH

*Career Crossroads, The Directory to Job, Resume and Career Management Sites on the Web, MMC Group (J2057)*

*The Quick Internet Guide to Career, Job Search and Education Information, JIST Works, Inc. (J1929)*

## YOUTH

*Beyond Vocational Education, Career Majors, Tech Prep, Schools Within Schools, Magnet Schools & Academies, Eye on Education (J2050)*

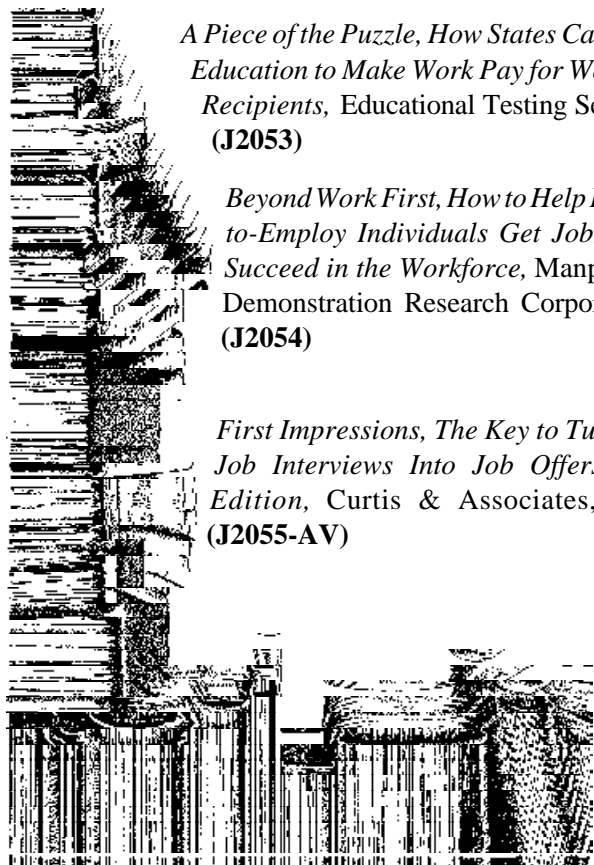
*Strategies to Help Solve Our School Dropout Problem, Eye on Education (J2051)*

*The Directory of Programs for Students At Risk, Eye on Education (J2052)*

## EMPLOYMENT & TRAINING

*The Quest for Caregivers, Helping Seniors Age with Dignity, State of California, Employment Development Department (J2058)*

*Working with People with Disabilities in a Job Placement/Job Retention Environment, Milt Wright & Associates, Inc. (J2059)*



## JUNE 2001

<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
				1
4	5	6	7	8
	<div> <b>Youth Services Strategies</b>  <i>Long Beach</i> </div> <div> <b>Local Partnerships</b>  <i>San Bernardino County</i> </div> <div> <b>Youth Programs</b>  <i>C/LT</i> </div> <div> <b>Performance Mgmt</b>  <i>LA City</i> </div>	<div> <b>CWA and Larry Robbin - Job Developers and Job Retention</b>  <i>Sacramento-</i>  <a href="http://www.calworkforce.org">www.calworkforce.org</a> </div>	<div> <b>WIA Adult/Dislocated Worker Service Strategies</b>  <i>Orange County</i> </div> <div> <b>Workforce Development</b>  <i>Visalia</i> </div> <div> <b>Youth Programs</b>  <i>Imperial County</i> </div>	<div> <b>Orientation to Workforce Development</b>  <i>Fresno</i> </div>
11	12	13	14	15
	<div> <b>CWA and Larry Robbin - Job Developers and Job Retention - Los Angeles</b>  <a href="http://www.calworkforce.org">www.calworkforce.org</a> </div> <div> <b>Workforce Development</b>  <i>Alameda</i> </div> <div> <b>Performance Mgmt</b>  <i>SETA</i> </div>		<div> <b>WIA Adult/Dislocated Worker Service Strategies</b>  <i>Humboldt County</i> </div> <div> <b>Performance Mgmt</b>  <i>Yolo County</i> </div>	
18	19	20	21	22
	<div> <b>WIA Adult/Dislocated Worker Service Strategies</b>  <i>Foothill</i> </div> <div> <b>Workforce Development</b>  <i>LA City</i> </div> <div> <b>Workforce Development</b>  <i>San Bernardino County</i> </div> <div> <b>Youth Programs</b>  <i>Solano County</i> </div>	<div> <b>Performance Mgmt</b>  <i>Antelope Valley</i> </div>	<div> <b>Local Partnerships</b>  <i>Riverside County</i> </div>	
25	26	27	28	29
			<div> <b>WIA Adult/Dislocated Worker Service Strategies</b>  <i>Bakersfield</i> </div>	
	<div> <b>Performance Mgmt</b>  <i>Hayward</i> </div>			

\*Training in shaded boxes conducted by the Local Training Response Unit - [www.edd.ca.gov/wiacal.htm](http://www.edd.ca.gov/wiacal.htm)

## EMPLOYMENT TRAINING NETWORK

c/o EDD/WID  
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Sacramento, CA 94280-0001

### THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

*Information Exchange* is published monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - dcoad@edd.ca.gov; Internet site: [www.trainingnetwork.org](http://www.trainingnetwork.org)

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety areas. Local Workforce Investment Areas (LWIAs) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

**EDD is an equal opportunity employer/program.**